10. Following Directions in the Hospital (Part 2)

Materials Needed
- Board or chart paper
- Markers
- Video camera (optional)
- Audio CD (“Excuse me…”)
- Handouts: 10a (Listening), 10b, 10b1-10b2 (Map Exercise), 10c (Reading Fill-in)

Activity 1
Listening
Ask the learners to listen to the recorded directions [on CD] and fill in the missing words on worksheet 10a.

Activity 2
Information Gap
1. Pass out version A (worksheet 10b1) to one half of the learners, version B (worksheet 10b2) to the other half.
2. Explain that each partner has half the information needed.
3. They should ask each other for information and fill it in on their maps.

Activity 3
Role Play
1. Pass out a slip of paper with the name of a part of the hospital (Pediatric Clinic, Pharmacy, etc.).
2. Assign one person to be the Information Desk staff person. Model this first. The others are looking for a particular location. Have several individuals approach the staff worker, then change to another staff worker. [Note: If necessary, write the dialogue on the board.]
3. After you have done this a few times, add some objectives. Try each exercise a few times. You may also want to ask the group to suggest objectives.

Possible situations:
- a. The Patient doesn’t understand and needs many repetitions.
- b. The Information Desk Worker is very busy. Her telephone keeps ringing.
- c. The Patient is in a hurry. She is late for her appointment. The Information Desk Worker is very tired.

Activity 4
Partner Role Play
1. Ask each learner to work with a partner. Each partner chooses one of the following roles (you may want to write them on the board):
   - The Patient is…
     - In a hurry.
     - Nervous.
     - Doesn’t speak English very well.
     - Is here with a child. The child asks a lot of questions.
The Information Desk Worker is…
- Tired
- Friendly
- New on the job
- Very busy

2. Model this first, with teacher as information desk worker. Ask learners to guess.
3. Ask the learners to choose a characteristic for each role and practice with a partner. Take volunteers to show the class. Optional: Class can try to guess the characteristic.

Extension: Videotape some of the presentations. Replay and discuss them.

Assessment
Administer quiz on directions in the hospital. Check as a class.

Activity 5
(or Homework)
Ask learners to work alone to fill in the Information for New Dental Patients (worksheet 10c).

Optional Activities
If your class needs additional map practice, you can use “Map It” and “Hospital Locate” (pp. 60–65) from The Grab Bag of Health, by Elizabeth Ganong.
Listen to the directions. Fill in the missing words.

1. A: Excuse me, can you tell me _where___ the Radiology Center ____?
   B: Sure. Go _straight_____ down this hallway. __Turn left_____ at
   the elevators, and then turn right at the ___pharmacy. It’s just down
   that ___hallway_____________.

2. A:  Excuse me, can you __help______ me find the Dental ____Clinic?_.
   B: The Dental Clinic? Sure, it’s ____straight___ ahead. You can __see___
   it from __here_.
   A: I see it, thanks.

3. A: Excuse me, Where’s the ___elevator__?
   B: The elevator? Walk __through_____ the waiting area, and ___pass_ the
   Physical Therapy Center. Turn ___left_ and you’ll _see_ it.
   A: Thanks.
ASK FOR
DIRECTIONS TO:
1. The Birth Center
2. The Pharmacy
3. The Cashier
4. The Dental Clinic
Information for new dental patients

1. For your dental appointment, please _________ some identification, such as a driver’s license.

   a. answer
   b. bring
   c. consider
   d. tooth

2. If you have insurance, please show your ________ to the receptionist.

   a. appointment
   b. card
   c. dentist
   d. telephone

3. If you need to ________________ an appointment, call 24 hours before your appointment day.

   a. cancel
   b. come
   c. reply
   d. respond

4. Call the receptionist if you have any ______________

   a. consider
   b. questions
   c. quiet
   d. registration
Sessions 9 and 10
Directions in the Hospital

Check True or Not True for each question.

1. This means turn right:
   - True
   - Not True

2. This means turn left.
   - True
   - Not True

3. The dental clinic cares for your teeth.
   - True
   - Not True

4. You can get a blood test in the Radiology Department.
   - True
   - Not True

5. You are 65. You can go to the Pediatric Clinic.
   - True
   - Not True
Sessions 9 and 10
Directions in the Hospital

Check True or Not True for each question.

1. This means turn right:
   ☐ True      ☐ Not True

2. This means turn left.
   ☐ True      ☐ Not True

3. The dental clinic cares for your teeth.
   ☐ True      ☐ Not True

4. You can get a blood test in the Radiology Department.
   ☐ True      ☐ Not True

5. You are 65. You can go to the Pediatric Clinic.
   ☐ True      ☐ Not True